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April 17, 2003

Richard A. Tomlin, Esquire
IBM Corporation
8051 Congress Ave., IMAD 4041
Boca Raton, FL 33487

RE: New U.S. Patent Application
CUSTOMIZED MICROSOFT SERVICE CONTROL GUI
IBM Docket No. BOC9-2003-0034; Our Reference No.: 6169-403

Dear Dick:

Thank you for your letter dated April 15, 2003. In accordance with IBM standard protocol, a patent application will be prepared and filed in the above-referenced matter on or before October 12, 2003. Notwithstanding, we will strive to prepare the patent application in an expedient manner.

As always, thank you for allowing us to be of assistance to you.

Very truly yours,

AKERMAN SENTERFITT

Kevin T. Cuenot

KTC/aa

cc: Gregory A. Nelson, Esquire